STANDARD OPERATING PROCEDURES

Customer Service Announcement

ITE Hoover Mainframe Software Upgrade Installation Plan

ITE is planning on upgrading the following system software products. The schedule below is meant to inform you of the planned activities. Art Dunbar can be contacted with any questions or concerns.

Product	Install and customize	System Testing	User Testing	Production Date
CICS Rel 3.1	4 th qtr 2005	4 th qtr 2005	1 st qtr 2006	March 2006
IDMS Rel 1.6	4th qtr 2005	4 th qtr 2005	1 st qtr 2006	April 2006
ZOS Rel 1.7	1 st qtr 2006	2 nd qtr 2006	2 nd qtr 2006	May 2006